

ADP and Homeless Programme: Reducing Harm Improving Care

Experience Map: illustrating experience for family member supporting a loved one accessing alcohol, drug and homeless services, based on our engagement

For guidance: the inner green circle highlights services family members can access on their own, the purple circle shows where they require support to access services and the arrows show where services link and refer into one another. The wider blue circle is feedback we heard from family members. An arrow does not necessarily indicate guaranteed support provided for all.

What we heard

Not feeling listened to by services - "If people would have listened and understood properly the change in health and character and behaviours, perhaps the interventions would have happened sooner"

Trauma for family members - "my son felt he needed to step in as a carer, but his mental health deteriorated"

Lack of family support available - "Nobody thinks of the impact on the family, where is our support in the system?"

Family members providing kinship/childcare - "my two younger children have had to go to my mum's because they've no given me an actual tenancy, even though I should be in temporary accommodation with my children"

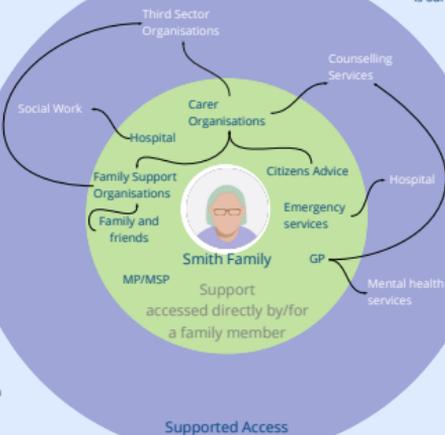
Not being involved in care and treatment - "that would make a difference, navigating a system you don't understand"

Need for coordinated care and family involvement - "this would have made the biggest difference to him"

Family members feeling stigmatised - "the stigma of their dad going to prison is huge"

Family members often don't identify as a carer - "I never thought of myself as a carer as I can't care for him"

Effect on family members - "we have fallen through the cracks as well. 5 lives were affected"



Interesting findings from this user experience map are

- there is limited scope in the current system for family members to refer on their loved one's behalf, or to access supports from statutory services
- families and carers struggle to find information on supports they could access
- family members often don't see themselves as carers, but the system is complex and hard to navigate without an advocate.
- family support organisations play an important role supporting children, young people, and adult family members